



GOBIERNO DE PUERTO RICO

DEPARTAMENTO DE EDUCACIÓN

Oficina de Sistemas de Información y Apoyo Tecnológico a la Docencia

**REQUEST FOR INFORMATION (RFI) - TELEWORK AND HOME BROADBAND INTERNET SERVICES
OSIATD - PUERTO RICO DEPARTEMENT OF EDUCATION - RESPONSES TO VENDOR QUESTIONS**

DATE: AUGUST 18, 2020

NOTE: VENDOR QUESTIONS WERE COPIED FROM DIRECTLY FROM VENDOR EMAILS AND WERE NOT EDITED

VENDOR	DATE	QUESTIONS	PRDE RESPONSES
AT&T and IBM	08/13/20	1. Would PRDE like to provide Home Broadband Internet to all estimated households (285,707) or would you like to reduce the total amount by 40% for students and 69% for teachers?	No determination has been made at this time as to the total number of households to receive Internet in the event an RFP or other competitive bidding document is issued for broadband Internet services. The information provided in the RFI is to share with interested providers the maximum number of recipients that may receive services. References in the RFI to households with Internet services was provided for potential providers to understand the maximum estimated service needs.
AT&T and IBM	08/13/20	2. What service duration is PRDE requesting? One, two, three years?	The term of any contract that might be awarded pursuant to an RFP or other competitive bidding procedure will be identified in that solicitation. This RFI is solely to collect information for the Department to understand internet broadband services currently available throughout Puerto Rico.
AT&T and IBM	08/13/20	3. Is there a time frame PRDE would like the solution deployed?	This information is not known at this time.
AT&T and IBM	08/13/20	4. Is there any limitation to the services contract duration due to the PRDE funding source (CARES act, Restart, State funding)?	Yes, by CARES and RESTART, for a one year contract.
AT&T and IBM	08/13/20	5. Given the number of PRDE end users, would PRDE like a dedicated helpdesk included as part of services?	If interested providers can deliver this service, they should describe said service and include standard pricing if available.
AT&T and IBM	08/13/20	6. Does any PRDE household have more than 5 users (student, teacher or administrator) living in it? If yes how many households?	This information is not known at this time.
AT&T and IBM	08/13/20	7. What criteria will the PRDE be using to decide if there will be an RFP or not?	This will be determined by the various state agencies.
AT&T and IBM	08/13/20	8. What would be the time frame of the decision on whether or not an RFP is released?	This information is not known at this time.
CLARO PR	08/13/20	1. On the solution, can we provide just transport on private connection to the DOE internet?	No. The solution to connect to the households must be provided by the vendor.
CLARO PR	08/13/20	2. Can you provide the applications used by the DOE?	This question is broad and vague and cannot be responded to as drafted.

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CLARO PR	08/13/20	3. Any of the materials presented on this RFI declare as confidential, will not be public?	The Department will make reasonable efforts consistent with "commercially reasonable" standards to protect confidential proprietary information, subject to disclosure required by law or in any legal proceeding. Please consult your legal counsel for guidance on this standard. See Section 6 of the RFI.
CLARO PR	08/13/20	4. Who will provide the funds for the broadband internet services?	Funds will primarily be from The CARES Act.
CLARO PR	08/13/20	5. Can we get the device manufacture, part number or model number?	This question regarding "device manufacturer, part number or model number" is unclear and cannot be responded to as drafted.
CLARO PR	08/13/20	6. Does the services would include all existing student security compliance such as antivirus, web & app filtering and CIPA?	If these components are part of the service provider's portfolio of products and services, feel free to include (see 5.3.6.3 - 5)
LIBERTY BUSINESS	08/13/20	1. Up to which level active monitoring will be expected or required?	All three (from 1.a to 1.c, and/or as granular as possible within the scope of your product and services capabilities)
LIBERTY BUSINESS	08/13/20	a. Uptime, availability %?	See response above.
LIBERTY BUSINESS	08/13/20	b. End-User Traffic Usage?	See response above.
LIBERTY BUSINESS	08/13/20	c. Security Incidents?	See response above.
LIBERTY BUSINESS	08/13/20	2. Does the PRDE expects to receive any specific end-user traffic report? ; and/ or just aggregated traffic reports and statistics?	Traffic reports and Statistics
LIBERTY BUSINESS	08/13/20	For example:	
LIBERTY BUSINESS	08/13/20	a. Top Destinations	Yes
LIBERTY BUSINESS	08/13/20	b. Applications used by users	Yes
LIBERTY BUSINESS	08/13/20	c. Endpoint vulnerability indicators	Yes
LIBERTY BUSINESS	08/13/20	3. Will PRDE expect to capture and archive events logs?	Yes, for future audit process
LIBERTY BUSINESS	08/13/20	If yes; what's the expected/ required retention time?	It depends by current audit rules
LIBERTY BUSINESS	08/13/20	4. Will PRDE be requiring or providing specific Web Filtering and parental controls guidelines to the ISP?	Yes
LIBERTY BUSINESS	08/13/20	5. How long does the PRDE expects that this initiative will last?	Depending on the spending deadline of the federal funds at the time of the procurement, currently estimated to be for up to one year.
T-MOBILE	08/13/20	please define what is the definition of "reasonable efforts" under the Confidentiality Clause in Section 6: "Any materials that a respondent believes are proprietary MUST be labeled "CONFIDENTIAL." The Department will use reasonable efforts to protect any such confidential proprietary information , but cannot guarantee that its efforts to keep such information as confidential if PRDE is required by law or a legal proceeding to disclose the respondent's information, even that which is labeled proprietary, privileged and/or confidential.	The Department will make reasonable efforts consistent with "commercially reasonable" standards to protect confidential proprietary information, subject to disclosure required by law or in any legal proceeding. Please consult your legal counsel for guidance on this standard.
VPNET	08/13/20	SECTION 5.3: TECHNICAL INFORMATION	

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VPNET	08/13/20	1. 5.3.3: Hardware/Equipment	
VPNET	08/13/20	Can you please clarify which hardware or equipment brand and warranty you need to know?	For every Internet end user, all of the equipment required for providing the broadband service.
VPNET	08/13/20	For example, the equipment to be installed at the students/teacher's home?	For every Internet end user, all of the equipment required for providing the broadband service.
VPNET	08/13/20	2. 5.3.6: Security (NOC)	
VPNET	08/13/20	When asking about Data transport NOC security, are you focusing on the data transported between the users home to the internet?	Yes.
VPNET	08/13/20	When referencing spam filtering, spyware and threat protection, do you mean if the internet connection at the household contains this level of data filtering?	Yes.
VPNET	08/13/20	When referencing End user software security, what do you mean? Are you asking about anti-virus, data encryption?	Item 5.3.6.3 - End user software security options (options: does your company provides this level of security service/products i.e.: for computers, tablets, mobile devices?)
VPNET	08/13/20	When referencing Active users monitoring solution, what do you mean by that?	Item 5.3.6.5 - Active users monitoring solution (i.e.: uptime, traffic, incidents, website visits, log collection, protocols, security anomalies...)